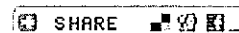




# Recall Alert



## U.S. Consumer Product Safety Commission

Office of Communications

Washington, D.C.

September 20, 2012  
Alert #12-750

### Residential Elevators Recalled for Repair by ThyssenKrupp Access Manufacturing Due to Fall Hazard

*The following product safety recall was voluntarily conducted by the firm in cooperation with the CPSC. Consumers should stop using the product immediately unless otherwise instructed. It is illegal to resell or attempt to resell a recalled consumer product.*

**Name of Product:** LEV II®, Volant™ and Rise™ residential elevators

**Units:** About 670

**Manufacturer:** ThyssenKrupp Access Manufacturing LLC, of Roanoke, Ill.

**Hazard:** The elevator's door can unlock and open at a landing with no elevator car present, exposing the elevator shaft and posing a fall hazard to consumers.

**Incidents/Injuries:** None reported

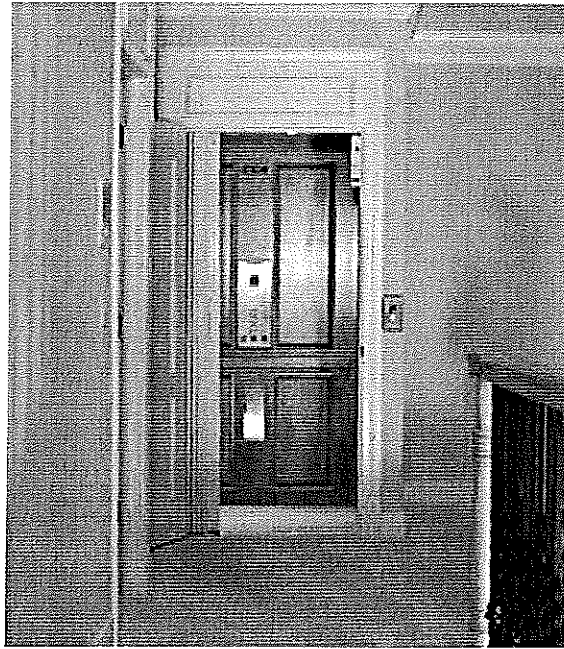
**Description:** This recall involves LEV II, Volant and Rise residential elevators. The elevators were installed in residences with three or more floors. The elevator's four-digit model number is part of the longer serial number. Model numbers included in this recall are "RLWL" for the LEV II, "RLGL" for the Volant and "RLRC" for the Rise. The model/serial number is printed in the owner's manual and at the top of the elevator's controller, which is mounted at the top of the elevator in the hoistway or shaft.

**Sold by:** Elevator dealers from December 2010 through August 2012 for between \$16,000 and \$26,000 installed.

**Manufactured in:** United States

**Remedy:** Consumers should stop using the elevators immediately if they see an "E3" or "E8" error code displayed on the elevator. Even if there is no "E3" or "E8" error code displayed, contact the firm to arrange for a free software upgrade for the elevator. The firm's dealers are directly contacting consumers who purchased the recalled elevators.

**Consumer Contact:** For more information, contact ThyssenKrupp Access Manufacturing LLC at (800) 925-3100 between 7 a.m. and 5 p.m. CT Monday through Friday, email the firm at [levplc@tkaccess.com](mailto:levplc@tkaccess.com) or visit the firm's website at [www.tkaccess.com](http://www.tkaccess.com) and click on "Important Recall Notice."



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The U.S. Consumer Product Safety Commission (CPSC) is still interested in receiving incident or injury reports that are either directly related to this product recall or involve a different hazard with the same product. Please tell us about your experience with the product on [SaferProducts.gov](http://SaferProducts.gov)

CPSC is charged with protecting the public from unreasonable risks of injury or death associated with the use of the thousands of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$900 billion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard. CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters, and household chemicals - contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

Under federal law, it is illegal to attempt to sell or resell this or any other recalled product.

To report a dangerous product or a product-related injury, go online to: [SaferProducts.gov](http://SaferProducts.gov), call CPSC's Hotline at (800) 638-2772 or teletypewriter at (301) 595-7054 for the hearing and speech impaired. Consumers can obtain this news release and product safety information at [www.cpsc.gov](http://www.cpsc.gov). To join a free e-mail subscription list, please go to [www.cpsc.gov/cpsclist.aspx](http://www.cpsc.gov/cpsclist.aspx).

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